

Inspection Top Tips

Managing Allegations

March 2025



Children's Homes Regulations

- **Regulation 34.**—(1) The registered person must prepare and implement a policy which—
 - (a) is intended to safeguard children accommodated in the children's home from abuse or neglect; and
 - (b) sets out the procedure to be followed in the event of an allegation of abuse or neglect.

Children's Homes SCCIF

- 9.19 The policy on protection of children from abuse and neglect should include arrangements in relation to dealing with allegations involving staff in the home, e-safety and to counter risks of self-harm and suicide. All policies should be reviewed regularly and revised where appropriate.

Allegations and complaints are rare, and when they have occurred, the manager has worked with external professionals and agencies. Children have been kept informed of the progress of concerns and have been given opportunities to express their views about the outcomes. This means that children feel listened to and have trust in the manager and the team that their views are important and will be responded to.

Top tips...

1. The primary duty remains to the welfare and safety of the child
2. Be clear on the definition of an allegation and low level concern
3. Work in partnership with the Local Authority Designated Officer for Safeguarding (LADO)
4. Have clear procedures on how any investigation of an allegation will proceed
5. Be robust in the process of investigation



Where next...

Training on managing allegations

While guidance requires regulated settings to follow safeguarding procedures when a child may have been harmed by a member of staff or volunteer, our research found a quarter did not offer managing allegations training and only a third had received personnel training.

This course will ensure managers have the skills to prioritise the safety of children and young people, work within interagency procedures and guidance and properly support their staff through proportionate decision-making and a caring approach.

Our next course is being delivered on 3rd and 10th June, running 9:30am-12:30pm. Please visit www.dialogueltd.co.uk/allegations bookings.